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MCMC Household Use of the Internet Survey 2005 An information paper

Koay Hock Eng

Head
Statistical & Knowledge Resource Department
Malaysian Communications and Multimedia Commission

1 Background



The Household Use of the Internet Survey, 2005 is the first ever purpose built survey of its kind conducted by the Malaysian Communications and Multimedia Commission. The overriding objective was to address user side data gaps on core attributes and current trends in the use of Internet in Malaysian homes.

Proportions of the home subscriber base that fell into the various categorization schemes of the key variables are estimated and proper use of these estimated proportions in conjunction with population estimates at reference date will facilitate the derivation of various Internet penetration rates.

2 Survey design

Reference Date

The reference date of the survey was 31 March 2005. To qualify for inclusion into the sample, a potential respondent must be able to answer “yes” to a screening question on whether he was a user at reference date.

Target population

The target population is the universe of Internet users regardless of age who access the Internet from a dialup or xDSL from their own homes at least once in the past month. This effectively covers 99% of home Internet users in Malaysia.

Users of wireless access were excluded from this survey.

Sampling scheme

This is not a household survey in the conventional sense and the survey was not founded on any household frame.

Two stages are identified in the selection of a respondent.

In the first stage, unique randomly generated PSTN numbers were dialled to screen out non-active and business numbers. When a household is reached, it is screened to see if it is Internet equipped (via dialup or xDSL) at reference date. If it is, then a user from that household is selected at random. This is done by asking to speak to the Internet user in that household who has the next birthday.

Sample size

With a predetermined $\alpha = 0.01$ and $d = 0.02$ a sample of 4,925 Internet users in households were drawn to provide estimates at national level.

At the same time 2,000 non-user households were also interviewed as to why they do not have Internet access at home.

Sadly though, stratification was not possible since a “virtual” frame was used. It would have been possible if we had a detailed frame of Internet users in Malaysia.

Data collection

The survey was conducted as a hybrid CATI / web survey.



MCMC CATI Centre
Fieldwork is closely supervised

Trained interviewers call respondents from the MCMC CATI centre regardless of whether they have Internet access at home or not. Those contacted but had no Internet access at home at reference date fell into the “non-user” sample while those with Internet access at home at reference date fell into the “user” sample.

“Non-users” were interviewed immediately through a CATI module while “users” were required to log into a website to do a longer questionnaire.



Happy, cheerful interviewers
get better responses

In both cases pains were taken to explain to respondents the purpose of the survey.

In order to garner a credible response rate to the “user” module, the Association of the Computer and Multimedia Industry of Malaysia (PIKOM), which had many times in the past collaborated with the MCMC, sponsored a contest for those who participated in the web survey. The grand prize was a PC. ADSL and dialup modems were also offered as consolation prizes.

However, considering that most users were on slow dialup access the MCMC developed a CATI version for “users” as well. “Users” would be asked if they prefer to go online or “do it now” in CATI. However for the contest they would still have to logon to the contest website.

Fieldwork started 1 May 2005 and ended on 24 July 2005

The survey probed:

Demographics and socio-economics of the home Internet user such as

- a. age
- b. gender
- c. marital status

- d. usual state of residence
- e. urban / rural distribution
- f. occupational status
- g. income

as well as other aspects of the user and the household of which he is a member such as:

- h. the length of time in years that internet access had been available at home
- i. type of access
- j. mode of payment
- k. intention to migrate to broadband and when, or otherwise with reasons (for those with dialup only)
- l. average use per week
- m. usual time to log on to the Internet
- n. purpose for use of the Internet
- o. practice of consumer e-commerce
- p. type of products or services purchased through the Internet and amount spent in the past 3 months
- q. number of Internet users at home
- r. number of PCs owned by members of household, including laptops and notebooks but excluding PDAs
- s. purchase of PC in the immediate past year to replace an old/obsolete one
- t. age of PC that was replaced
- u. concern about security on the Internet
- v. who in the household pays for access
- w. whether access to Internet is made elsewhere too and where

Response rate to the survey as calculated according to AAPOR formula number 1 i.e. RR1 was 76.47 %. It was noted that on any given day, response seems to be slower in the morning and early afternoon but pick up sharply after 5 pm.

3 Main findings

A snapshot of the average Malaysian web surfer who surfs from home

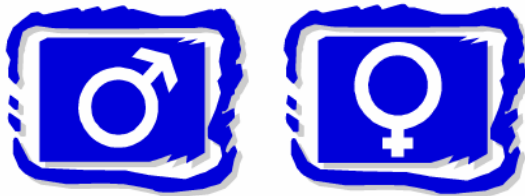
The average Malaysian Internet user who logs on at home is young and just as likely to be male or female. He is likely single and has at least some secondary schooling and maybe even a diploma under his belt. He typically comes from a family of 5, is employed and makes anything from RM1,000 to RM3,000 per month.



On his own account, he logs on to the Internet mainly via dialup which he shares with at least another family member. He spends on average up to 9 hours per week on the Internet at home, usually at night. His main reason for going on the net is to check for e-mails although he does engage in some educational and research work as well as finding information about goods and services.

If at all he purchased anything online, it would be air tickets and an occasional book. He is not a big spender and spends less than RM500.00 in the last three months. He is generally concerned about security on the Internet.

Gender



The survey found that of the total number of home users, 50.2 percent were males while 49.8 percent were females. As at reference date percentage of males in the Malaysian population was 50.9 and females 49.1. From this it can be safely inferred that in Malaysia, insofar as access to the Internet at home is concerned, there is no gender divide.

Age distribution

Teens and preteens (up to the age of 19 at last birthday) accounted for 25.1 percent of the user base while adults (20-49 years) accounted for 66.5 percent but seniors accounted for only 8.4 percent. The single largest group of users were those in the late teens (15 – 19) accounting for 18.6 percent of the user base.

Education level of users



As many as 36.2 percent of home users are students at all levels with 63.8 percent already out of school/education system. Of those still in school, almost as many were in secondary school (46.8 percent) as in college/university (45.2 percent). 8 percent of users were in the primary schools.

Among those already out of the school/education system, 35.4 percent had a first degree or higher while 25.4 percent had diplomas and 37.7 percent had secondary education.

Marital Status



As much as 55 % of Internet users are single while 44.3 % are married with 0.7 % divorced or widowed.

Usual State of Residence



Users come mainly from in and around Klang Valley. Selangor has the lion's share with 23.9 percent of the user base while WPKL comes in second with 12.4 percent. Penang has 10.7 percent and Johor, 10.4 percent. Perak, Sarawak, Kedah and Sabah has shares between 5 to 8.5 percent while Negeri Sembilan, Pahang, Melaka, Terengganu and Kelantan has shares between 2 to 4 percent. Perlis, however has only 0.6 percent

State	Percentage Share of household subscriber base
Selangor	23.9
WPKL	12.4
Pulau Pinang	10.7
Johor	10.4
Perak	8.5
Sarawak	6.8
Kedah	6.0
Sabah	5.0
Negeri Sembilan	4.0
Pahang	3.7
Melaka	3.5
Terengganu	2.6
Kelantan	2.0
Perlis	0.6

This translates into penetration rates as follows.

State	HUIS 2005	
	Household Penetration	Rank
WPKL	40.3	1
P. Pinang	38.5	2
Selangor	27.8	3
Melaka	25.8	4
N Sembilan	22.2	5
Perak	19.2	6
Johor	18.1	7
Kedah	17.7	8
Sarawak	16.3	9
Terengganu	15.0	10
Pahang	14.0	11
Perlis	14.0	11
Sabah	10.2	13
Kelantan	7.7	14

The distribution of users according to the urban-rural dichotomy is work in

progress.

Status of Employment

Most of the users are either employed (39.0 percent) or are students (34.7 percent). The remainder consists of Employers (5.2 percent), Self-employed (8.8 percent) and Unemployed (12.2 percent).

Age of Internet account

As much as 14.9 percent of the user base were new entries. In contrast, 30.9 % have been on the web from 1 to 3 years. 20.8 percent reported 3 – 5 years while 33.3 percent of users have been at it for at least 5 years.

Intensity of Usage

Malaysian surfers are not very intense users of the Internet. On a per week basis, 43.0 percent surf less than 4 hours while 24.9 percent surf between 4 to 8 hours, 14.2 percent surf 8 to 15 hours, 5.7 percent between 15 to 22 hours, 3.5 percent 22 to 28 hours and 8.9 percent in excess of 28 hours. On a weighted average, Malaysian surfers tend to surf an estimated average of 9 hours only per week.

Logon Time and Main Use of the Internet

70.2 percent of Malaysian users logon at night.

The five most popular activities while on the Net are e-mail (73.7 percent), education/research (46.8 percent), finding information about goods and services (40.5 percent), participation in chat rooms (25.9 percent) and reading online newspapers (20.2 percent).



Consumer e-commerce

Only 9.3 percent of Internet users purchased products or services through the Internet during the past 3 months.



Among those who did so, airline tickets were the most popular items (43.8 percent) followed by books (15.6 percent) and music (6.8 percent)



Amounts spent on these items were small with 57.7 percent spending less than RM 500.00, 20.7 percent between RM 500.00 to RM 1,000.00 and 6.8 percent between RM 1000.00 and RM 1,500.00.

Slow adoption expected for Broadband



Of those who are not yet on broadband, 81.4 percent are not planning to migrate while 18.6 percent expressed interest. Even among those who have intentions of going broadband, 50.2 percent mentioned that they will do so in 12 months time or later.

The reasons cited for not going broadband included a perceived lack of a need (56.5 percent), lack of awareness (23.0 percent) and costs (14.1 percent).

Slow too for PC and Internet penetration



The survey also canvassed non-users who happened to be called. These are respondents who already have a fixed line and now needs a PC and an Internet subscription to get started.

Only 43.6 percent of such respondents see themselves buying PCs and even then a full 67.09 percent of such respondents are postponing purchase to 12 months or longer in the future. A mere 5.73 percent have intentions of purchase within 3 months. This however is only anecdotal and cannot be generalised to the population of non-users.



Among user households, as high as 62.8 percent has only one PC. Households typically keep their PCs for an average of 4.3 years before purchasing a replacement for whatever reason including obsolescence.

Security Concerns



74.2 percent of internet users expressed varying degrees of concern about security while on the Net. This included concerns like identity thefts, spam, viruses, worms and trojans. 25.7 percent expressed no concern at all.

Access from other places

More than half of home Internet users also access the Internet away from home. Among these, more than half, reportedly access the Internet from work while a third access the Internet from libraries and cybercafés and a quarter from schools/universities.

- Key tabulations are in Appendix 1.
- Questionnaire is in Appendix 2

Appendix 1

Table 1 Gender

	<i>Percent</i>	<i>RSE</i>
Male	50.2	1.6
Female	49.8	1.6

Table 2 Age Category

	<i>Percent</i>	<i>RSE</i>
Preteens & Teens	25.1	2.8
Adults	66.5	1.2
Senior	8.4	5.4

Table 3 Schooling Status

	<i>Percent</i>	<i>RSE</i>
Primary school	8.0	9.2
Secondary school	46.8	2.9
College/University	45.2	3.0

Table 4 Educational Attainment

	<i>Percent</i>	<i>RSE</i>
None	0.1*	57.7
Primary	1.4	17.0
Secondary	37.7	2.6
Diploma	25.4	3.5
Degree and higher	35.4	2.8

Table 5 Size of Household

	<i>Percent</i>	<i>RSE</i>
1	1.4	13.8
2	5.5	6.8
3	11.8	4.5

4	20.0	3.3
5	25.5	2.8
6	17.1	3.6
7	8.8	5.2
8	5.8	6.5
9	1.8	12.2
10	1.2	14.7
> than10	1.1	15.2

Table 6 Marital Status

	<i>Percent</i>	<i>RSE</i>
Single	55.0	1.5
Married	44.3	1.8

Table 7 Usual State of Residence

	<i>Percent</i>	<i>RSE</i>
Johor	10.4	4.8
Kedah	6.0	6.4
Kelantan	2.0	11.4
Melaka	3.5	8.6
Negeri Sembilan	4.0	8.0
Pahang	3.7	8.3
Pulau Pinang	10.7	4.7
Perak	8.5	5.4
Perlis	0.6	20.8
Selangor	23.9	2.9
Terengganu	2.6	10.0
Sabah	5.0	7.1
Sarawak	6.8	6.0
WP Kuala Lumpur	12.4	4.3

Table 8 Employment Status

	<i>Percent</i>	<i>RSE</i>
Employer	5.2	6.9
Employed	39.0	2.0
Self Employed	8.8	5.2
Unemployed	12.2	4.4
Student	34.7	2.2

Table 9 Number of Years of Internet Use

	<i>Percent</i>	<i>RSE</i>
Less than 1 year	14.9	3.9
1 year but less than 3 years	30.9	2.4
3 years but less than 5 years	20.8	3.2
5 years and above	33.3	2.3

Table 10 Intention to Migrate to Broadband

	<i>Percent</i>	<i>RSE</i>
Yes	18.6	4.0
No	81.4	0.9

Table 11 Timeline for Migration to Broadband

	<i>Percent</i>	<i>RSE</i>
In 3 months times	31.5	6.6
In 6 months times	14.3	10.9
In 9 months times	4.0	21.9
In 12 months times and above	50.2	4.4

Table 12 Reason for Not Wanting to Migrate to Broadband

	<i>Percent</i>	<i>RSE</i>
Cost too high	14.1	5.3
Not aware of broadband	23.0	3.9
No broadband coverage	6.2	8.3

Do not see the need for broadband/satisfy with dial-up	56.5	1.9
Others	0.2*	50.0

Table 13 Average Hours a Week Use the Internet.

	<i>Percent</i>	<i>RSE</i>
Less than 4 hours/week	43.0	1.9
4 but less than 8 hours/week	24.9	2.8
8 but less than 15 hours/week	14.2	4.0
15 but less than 22 hours/week	5.7	6.7
22 but less than 28 hours/week	3.5	8.6
28 hours/week and above	8.9	5.2

Table 14 Log On Time.

	<i>Percent</i>	<i>RSE</i>
Morning (8.00am – 11.50am)	7.5	5.7
Evening (12.00pm – 7.59pm)	14.2	4.0
Night (8.00pm – 11.59pm)	70.2	1.1
Mid-night and early morning (12.00am – 7.59am)	8.0	5.5

Table 15 Activity on the Internet

	<i>Percent</i>	<i>RSE</i>
E-mail	73.7	1.0
Chat rooms	25.9	2.8
Finding information about goods and services	40.5	2.0
Getting information from/interacting with government	12.7	4.3
Reading/downloading online newspapers /news/ magazines	20.2	3.2
Playing/downloading games, music, software	19.9	3.3
Other entertainment/pleasure	7.0	6.0
On-line banking/financial activities	12.2	4.4
Purchasing/ordering goods or services	2.4	10.4
Educations/research activities	46.8	1.7
Others	1.3	14.2

Table 16 Consumer E-commerce

	<i>Percent</i>	<i>RSE</i>
Yes	9.3	5.1
No	90.7	0.5

Table 17 Type of Products or Services (Multiple response)

<i>Product or services purchase</i>	<i>Percent</i>	<i>RSE</i>
Airline tickets	43.8	6.0
Apparel	1.1*	49.7
Accessories	4.3	24.4
Books	15.6	12.4
Electronics	6.8	19.7
Jewelry	0.6*	70.5
Music	6.8	19.7
Stationery	1.1*	49.8
Telecommunications	6.3	20.2
Toys/games	2.6*	32.9
Tour packages	3.7*	27.2
Others	32.7	7.7

Table 18 Expenditure on Purchasing the Products or Services.

	<i>Percent</i>	<i>RSE</i>
Less than RM500	57.7	4.6
RM500 but less than RM1,000	20.7	10.4
RM1,000 but less than RM1,500	6.8	19.7
RM1,500 but less than RM2,000	4.5	24.4
RM2,000 but less than RM2,500	2.3*	35.0
RM2,500 but less than RM3,000	2.0*	37.4
Rm3,000 but less than RM3,500	2.0*	37.4
RM3,500 but less than RM4,000	0.6*	70.5
RM4,000 but less than 4,500	0.6*	70.5
RM4,500 but less than RM5,000	0.6*	70.5

RM5,000 and above	2.3*	35.0
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Table 19 Number of Users in Household.

	<i>Percent</i>	<i>RSE</i>
1	24.2	2.9
2	34.2	2.2
3	22.8	3.0
4	11.4	4.5
5	4.5	7.4
6	1.7	12.3
7	0.7	18.5
> than 7	0.3	28.8

Table 20 Number of Personal Computers

	<i>Percent</i>	<i>RSE</i>
1	62.8	1.3
2	26.0	2.7
3	7.8	5.6
4	2.3	10.6
5	0.5	24.2
> than 5	0.6	20.3

Table 21 Age of Personal Computers Replaced

	<i>Percent</i>	<i>RSE</i>
1 year	10.6	10.9
2 years	11.1	10.7
3 years	21.3	7.2
4 years	14.0	9.3
5 years	11.9	10.2
More than 5 years	31.1	5.6

Table 22 Security on the Internet

	<i>Percent</i>	<i>RSE</i>
Not at all concerned	25.7	2.8
A little concerned	24.5	2.9
Somewhat concerned	20.4	3.2
Very concerned	29.3	2.5

Table 23 Who Pays for Internet access

	<i>Percent</i>	<i>RSE</i>
Self	45.2	1.8
Spouse	11.3	4.6
Parents	35.9	2.2
Children	1.6	12.6
Sister/Brother	3.2	9.0
Others	2.8	9.5

Table 24 Access at Other Places

	<i>Percent</i>	<i>RSE</i>
Work	51.47	2.1
School/University	25.44	3.8
Public (library, cybercafe, etc)	32.97	3.2
Others	3.08	12.4

Table 25 Monthly Income Category

	<i>Percent</i>	<i>RSE</i>
No income	43.9	1.9
Less than RM1,000	7.9	5.6
RM1,000 but less than RM3,000	30.5	2.5
RM3,000 but less than RM5,000	11.1	4.6
RM5,000 and above	6.6	6.2

HOUSEHOLD USE OF THE INTERNET SURVEY 2005

[GENERAL]

*QUESTION 1

Please fill in:

1: Name of Interviewer :

2: Phone Number called :

Hello, Is this << phone number >>

<<In case a small child answers the telephone>> Can I speak to your father or mother?
<<When an adult comes to the phone>> Is this << phone number >>

Good ..., this is a call from the Communications Commission, a government agency. My name is ... <<name of interviewer>>. We are doing a study to compile statistics on household use of the Internet.

This house has been selected at random by a computer based on telephone number, to participate in this study. May I have around 10 minutes of your time to answer a few simple questions? The answers you give will be kept confidential and will be used only for this study.

Please feel free to interrupt me if you don't understand any question or request for clarification.

Can we start now?

*QUESTION 200

Do you have a computer at home?

1: Yes

2: No *GOTO 550

*QUESTION 300

Do you have Internet access at your home as at 31 March 2005?

1: Yes

2: No *GOTO 500

*QUESTION 400

Before I go on, I need to select one of the Internet users at random from this household to answer a questionnaire.

For this purpose, can I know who in your household, is going to celebrate their birthday next?

<< Write down the name >>

*QUESTION 401

Is he/she at home now?

1: Yes *GOTO 405

2: No *GOTO 407

*QUESTION 405

<< When selected respondent comes to the phone >>

Can I speak to him/her.

Good morning.... I am <<name of interviewer >> from the Communications Commission. We are doing a study to compile statistics on household use of the Internet.

You have been selected at random by a computer to participate in this study.

<<for all >>

Can you spare me around 10 minutes to answer a few simple questions.

And you even stand a chance to win a PC by participating in the survey. Your responses are treated in the strictest confidence.

Would you like to do the interview now or would you like do it in the web?

- 1: Do it now *GOTO 4000
2: Do it later on Web *GOTO 406
-

*Question 406

All you need to do is to go to this URL website
<http://www.survey.gov.my/survey/huis.htm> (within 2 weeks), your UserID is this
telephone number including the area code and the password is the last 4 digit this
telephone number.

Just in case you missed it, my name is *FONT 3 <<name of interviewer>> *FONT 0 and
I am calling you from the Malaysian Communications and Multimedia
Commission. Goodbye.

Remember, you might win a computer.

*ENDNGB

*Question 407

<<This question is only for respondents who are not at home>>

May I have his/her office or handphone number?

- 1: Yes *GOTO 408
2: No *GOTO 409
-

*Question 408

1: Telephone number : *ALPHA L10

Thankyou.

*ENDNGB

*Question 409

When is a good time to call him/her back?

<< PLEASE FILL INFO IN THE REMARKS COLUMN OF THE CALL SHEET>>

*ABORT

[NON USER QUESTIONS]

*QUESTION 500

Do you have an Internet connection now?

- 1: Yes *GOTO 3000
 - 2: No
-

*Question 510

Did anybody in this household buy a computer to replace an old/obsolete one for home use in the pass 12 months?

- 1: Yes
 - 2: No *GOTO 600
-

*Question 511

How old was the personal computer that was replaced?

- 1: 1 year
 - 2: 2 years
 - 3: 3 years
 - 4: 4 years
 - 5: 5 years
 - 6: 5 years and above
-

*Question 550

We are not try to sell your a computer but we want to know whether you have any intention to purchase one?

- 1: Yes
 - 2: No *GOTO 1000
-

*Question 551

When are you planning to purchase a computer?

- 1: In 3 months time
 - 2: In 6 months time
 - 3: In 9 months time
 - 4: In 12 months time
 - 5: More than 12 months time
-

*QUESTION 600

What is your nationality?

- 1: Malaysian
 - 2: Others
-

*Question 620

The next question will only be used to help me determine whether you are in an urban area. Can you tell me your address but leaving out the house number or lot number.

- 1: Road Name : *ALPHA L50
 - 2: Garden/Village : *ALPHA L50
 - 3: City/Town/State : *ALPHA L50
 - 4: Postcode : *NUMBER L5
-

*Question 630

Including yourself, how many people are there in your household?

*Question 640

How many of the household member are still in ...

- 1: Kindergarden : *NUMBER L2

2: Primary school : *NUMBER L2

3: Secondary school : *NUMBER L2

4: College/University : *NUMBER L2

*Question 650

May I know the highest level of education you have completed?

1: None

2: Primary school

3: Secondary school

4: Diploma

5: Degree and higher

*Question 660

And you are ...

1: Employer

2: Employed

3: Self Employed

4: Unemployed

5: Student

*Question 670

What is the main reason you do not have Internet access?

1: Cost too high

2: Lack of skills

3: Lack of interest

4: Language barrier

5: Lack of security

6: Data communications too slow or unstable

7: Lack of perceived benefits

8: Use from other location

9: Disability

10: Fear of technology

11: No PC

12: Others, Please specify *OPEN

*Question 680

Do you use the Internet, at the following venue?

- 1: Not at all
 - 2: Work
 - 3: School/University
 - 4: Public library
 - 5: Internet cafe
 - 6: Others, Please specify *OPEN
-

*Question 800

Lastly, would you mind telling me which monthly income category you fall into?

- 1: No income
 - 2: Less than RM1,000
 - 3: RM1,000 but less than RM3,000
 - 4: RM3,000 but less than RM5,000
 - 5: RM5,000 and higher
-

*Question 1000

Thank you for your help. Just in case you missed it, my name is <<name of interviewer>> and I am calling you from the Malaysian Communications and Multimedia Commission.
Goodbye.

*END

*Question 3000 *IF [Q500,1]

Thank you sir/madam. Goodbye.

*ABORT

[USER QUESTIONS]

*Question 4000

For a start, you are...

- 1: Male

2: Female

*Question 4020

At last birthday, your age was ...

- 1: Below 15
 - 2: 15-19
 - 3: 20-24
 - 4: 25-29
 - 5: 30-34
 - 6: 35-39
 - 7: 40-44
 - 8: 45-49
 - 9: 50 and above
-

*Question 4030

What is your nationality?

- 1: Malaysian
 - 2: Others
-

*Question 4050

Are you still in school/college/university?

- 1: Yes
 - 2: No *GOTO 4070
-

*Question 4060

You are in ...

- 1: Primary school *GOTO 4080
 - 2: Secondary school *GOTO 4080
 - 3: College/University *GOTO 4080
-

*Question 4070

May I know the highest level of education you have completed?

- 1: None
 - 2: Primary school
 - 3: Secondary school
 - 4: Diploma
 - 5: Degree and higher
-

*Question 4080

Including yourself, how many people are there in your household?
(A household is a group of persons sharing common eating and living arrangements and may or may not be related to you. E.g. If your live-in maid eats together with you, she is considered a member of your household)

*Question 4090

What is your current marital status?

- 1: Single
 - 2: Married
 - 3: Widowed
 - 4: Divorced
-

*Question 4100

Including yourself, are there any person in this household that are still in school/college/university?

- 1: Yes
 - 2: No *GOTO 4120
-

*Question 4110

How many of these are in ... (Please fill 0 if none)

- 1: Kindergarden : *NUMBER L2
- 2: Primary school : *NUMBER L2
- 3: Secondary school : *NUMBER L2

4: College/University : *NUMBER L2

*Question 4120

What is your usual state of residence?

(Definition: Your usual state of residence is the state in which you have lived in for more than 6 months or the major part of the past 12 months or in which you expect to live in for the next 6 months. It DOES NOT refer to kampungs or ancestral homes)

- 1: Johor
 - 2: Kedah
 - 3: Kelantan
 - 4: Melaka
 - 5: Negeri Sembilan
 - 6: Pahang
 - 7: Pulau Pinang
 - 8: Perak
 - 9: Perlis
 - 10: Selangor
 - 11: Terengganu
 - 12: Sabah
 - 13: Sarawak
 - 14: WP Kuala Lumpur
 - 15: WP Labuan
 - 16: WP Putrajaya
-

*Question 4130

The next question will only be used to help me determine whether you are in an urban area. Can you tell me your address but leaving out the house number or lot number?

- 1: Road Name : *ALPHA L50
 - 2: Garden/Village : *ALPHA L50
 - 3: City/Town/State : *ALPHA L50
 - 4: Postcode : *NUMBER L5
-

*Question 4140

And you are ...

- 1: Employer
 - 2: Employed
 - 3: Self Employed
 - 4: Unemployed
 - 5: Student
-

*Question 4150

<<Reminder: The rest of the questions are related to use of the Internet at home only.>>

How long have you been using the Internet at home?

- 1: Less than 1 year
 - 2: 1 year but less than 3 years
 - 3: 3 years but less than 5 years
 - 4: 5 years and above
-

*Question 4160

And you are using ...

- 1: Dial-up only (e.g. TMNet - 1515, Jaring - 1511)
 - 2: Broadband only (e.g. TMNet -streamyx, Time Net - Webbit) *GOTO 4210
 - 3: Both (dial-up and broadband) *GOTO 4220
-

*Question 4170

Which dial-up services do you use?

- 1: TMNet -postpaid
 - 2: TMNet - prepaid
 - 3: Jaring - postpaid
 - 4: Jaring - prepaid
 - 5: Time Net
 - 6: Cel Net
 - 7: iDiGi
 - 8: Others, please specify *Open
-

*Question 4180

Are you planning to migrate to broadband?

- 1: Yes
- 2: No *GOTO 4200

*Question 4190

When are you planning to migrate to broadband?

- 1: In 3 months time *GOTO 4240
- 2: In 6 months time *GOTO 4240
- 3: In 9 months time *GOTO 4240
- 4: In 12 months time *GOTO 4240

*Question 4200

What is the reason?

- 1: Cost too high *GOTO 4240
- 2: Not aware of broadband *GOTO 4240
- 3: No broadband coverage *GOTO 4240
- 4: Do not see the need for broadband/satisfy with dial-up *GOTO 4240
- 5: Others, please specify *Open *GOTO 4240

*Question 4210

Which broadband services do you use?

- 1: TMNet - i.e. Streamyx, etc
- 2: Time Net - i.e. Webbit, etc
- 3: Maxis -i.e. Maxis broadband
- 4: Jaring - i.e. Jaring wireless
- 5: Others, please specify *Open

*Question 4220

What do you use for dial-up?

- 1: TMNet -postpaid
- 2: TMNet - prepaid
- 3: Jaring - postpaid
- 4: Jaring - prepaid
- 5: Time Net
- 6: Cel Net

- 7: iDiGi
 - 8: Others, please specify *Open
-

*Question 4230

What do you use for broadband?

- 1: TMNet - i.e. Streamyx, etc
 - 2: Time Net - i.e. Webbit, etc
 - 3: Maxis -i.e. Maxis broadband
 - 4: Jaring - i.e. Jaring wireless
 - 5: Others, please specify *Open
-

*Question 4240

On average, how many hours a week do you use your internet at home?

- 1: Less than 4 hours/week
 - 2: 4 but less than 8 hours/week
 - 3: 8 but less than 15 hours/week
 - 4: 15 but less than 22 hours/week
 - 5: 22 but less than 28 hours/week
 - 6: 28 hours/week and above
-

*Question 4250

When do you log on to the internet at home most of the time?

- 1: Morning (8.00am - 11.59am)
 - 2: Afternoon/Evening (12.00pm - 7.59pm)
 - 3: Night (8.00pm - 11.59pm)
 - 4: Mid night & early morning (00.01am - 7.59am)
-

*Question 4260

What do you normally use the Internet at home for?
(Please select the main 3 uses)

- 1: E-mail
- 2: Chat rooms
- 3: Finding information about goods and services
- 4: Getting information from/interacting with government

- 5: Reading/downloading online newspapers/ news magazines
 - 6: Playing/downloading games, music, software
 - 7: Other entertainment/pleasure
 - 8: On-line banking/ financial activities
 - 9: Purchasing/ordering goods or services
 - 10: Education/research activities
 - 11: Others, please specify *Open
-

*Question 4270

In the past 3 months, have you purchased products or services through the Internet?

- 1: Yes
 - 2: No *GOTO 4300
-

*Question 4280

In the past 3 months, what type of products or services did you purchase ?
(You can tick more than 1 answer)

- 1: Airline tickets
 - 2: Apparel
 - 3: Accessories
 - 4: Books
 - 5: Electronics
 - 6: Jewelry
 - 7: Music
 - 8: Stationery
 - 9: Telecommunications
 - 10: Toys/games
 - 11: Tour packages
 - 12: Others, please specify *Open
-

*Question 4290

In the past 3 months, how much did you spent on the products or services that you indicated above?

- 1: Less than RM500
- 2: RM500 but less than RM1,000
- 3: RM1,000 but less than RM1,500
- 4: RM1,500 but less than RM2,000
- 5: RM2,000 but less than RM2,500
- 6: RM2,500 but less than RM3,000

- 7: RM3,000 but less than RM3,500
 - 8: RM3,500 but less than RM4,000
 - 9: RM4,000 but less than RM4,500
 - 10: RM4,500 but less than RM5,000
 - 11: RM5,000 and above
-

*Question 4300

How many persons in your household use the Internet at home?

*Question 4310

How many personal computers do members of your household own and use at home?(including laptop, but not including electronic organizers, PDA)

*Question 4320

Have you in the past year, bought a personal computer to replace an old/obsolete one for home use?

- 1: Yes
 - 2: No *GOTO 4340
-

*Question 4330

How old was the personal computer that was replaced?

- 1: 1 year
 - 2: 2 years
 - 3: 3 years
 - 4: 4 years
 - 5: 5 years
 - 6: More than 5 years
-

*Question 4340

In general, how concerned are you about security on the Internet?

(e.g. people reading your email, virus, password or ID being stolen etc)

- 1: Not at all concerned
 - 2: A little concerned
 - 3: Somewhat concerned
 - 4: Very concerned
-

*Question 4350

Who pays for your Internet access at home?

- 1: Self
 - 2: Spouse
 - 3: Parents
 - 4: Children
 - 5: Others, please specify *Open
-

*Question 4360

Do you also access the Internet from other places?

- 1: Yes
 - 2: No *GOTO 4380
-

*Question 4370

Where else do you access the Internet from?

- 1: Work
 - 2: School
 - 3: Public (cybercafe, library)
 - 4: Others, please specify *Open
-

*Question 4380

Lastly, would you mind telling me which monthly income category you fall into?

- 1: No income
- 2: Less than RM1,000
- 3: RM1,000 but less than RM3,000
- 4: RM3000 but less than RM5,000

5: RM5,000 and above

*Question 4400

Thank you for your cooperation and be assured that all your answers will be treated in the strictest confidence.

To participate in the Contest, please log in to the website <http://www.survey.gov.my/survey/contest.htm>, and use this telephone number including the area code as your UserID and the last 4 digit of this telephone number as your password.

If you have any questions please call toll free no. 1-800-888-030 and our officer will call you back.

Just in case you missed it, my name is *FONT 3 <<name of interviewer>> *FONT 0 and I am calling you from the Malaysian Communications and Multimedia Commission. Goodbye

*END